

# DHS UPDATE



# DHS ORGANIZATIONAL REVIEW PLAN

## Three-Phase Review

March - April:

**1. Phase One - 60-Day Review of Core Business Structures**



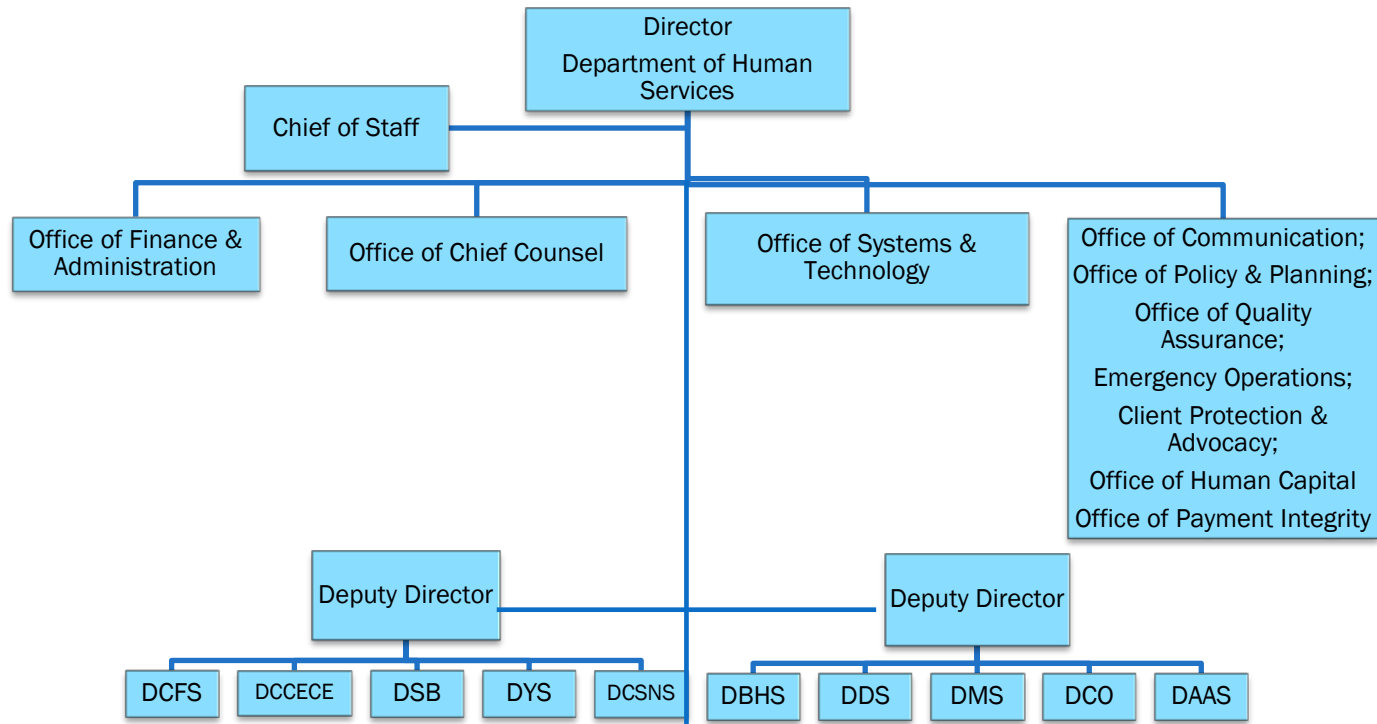
**May - July -** Initiate implementation of Phase One changes

**June - September:**    **2. Phase Two - Client & Efficiency-Centered Review of Program Operations**

**3. Phase Three - Personnel & Human Resources Review**

**October -** Initiate implementation of Phase Two and Three changes (Note: Changes likely to require some legislative action and coordination with ongoing OPM personnel policies review)

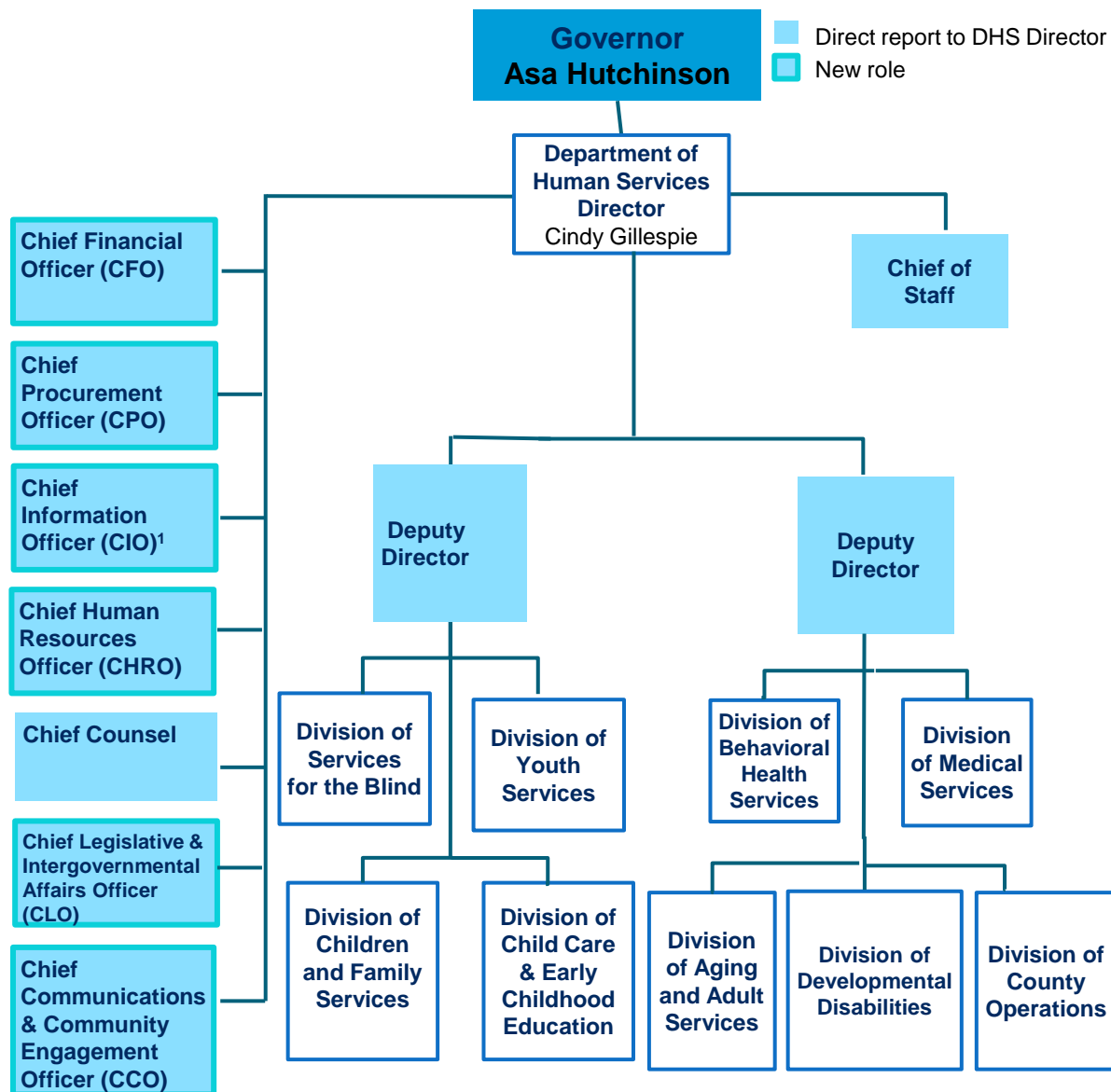
# CURRENT DHS ORGANIZATIONAL STRUCTURE



# SUMMARY

- DHS has hard-working, dedicated employees with a great deal of expertise and a deep commitment to serving their fellow Arkansans.
- Ten divisions with independent Finance, HR, IT, and Procurement operations and an additional ten executive level offices that provide limited level of division support
- Ad hoc interactions with key external entities (legislature, community engagement)
- Very limited centralized reporting or oversight
- Very limited metrics or data collection established to measure performance
- Result:
  - NO centralized visibility at the Director's Office of the core business functions of the agency
  - NO clarity on accountability and responsibility
  - NO strategic or effective focus on external engagement

# Phase One Reorganization: Central Offices for DHS-Wide Core Business Functions



## High level points

- Creates line of sight into all functional services
- Enables accountability and authority for each of the functional roles
- Increases collaboration and decision-making between business functions
- Improves ability to recruit top talent
- Emphasizes strategic benchmarking and performance management
- Allows DHS to better serve legislative needs by creating the Chief of Legislative & Intergovernmental Affairs role

<sup>1</sup> CIO title exists within DHS today, but role and responsibilities in the new structure would be redefined